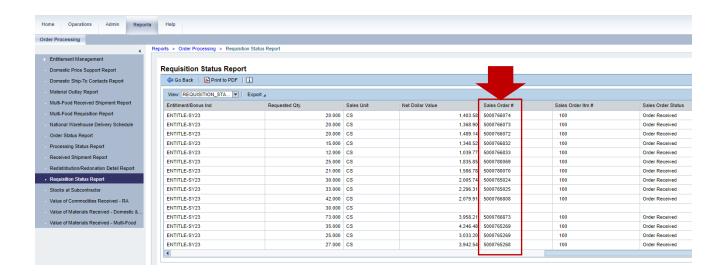
Web-Based Supply Chain Management (WBSCM) Direct Delivery Complaint Form

This form includes the information required from the Recipient Agency for the Connecticut State Department of Education to submit complaints regarding USDA Foods direct delivery items. Complete all information and e-mail to allison.calhoun-white@ct.gov and monica.pacheco@ct.gov. For questions, please contact Allison Calhoun-White at 860-807-2008 or Monica Pacheco at 860-807-2086.

NOTE: To find the sales order number, go under *Reports*, click on *Requisition Status Report*, then enter the following information:

- **Program:** Enter "NSLP."
- **Req. Delivery Date**: Enter "7/1/<*insert current year, e.g., 2017*>" in the first field and enter the current date in the second field), for example, "7/1/2017" to "1/9/2018."
- Material Code: Enter the material code of the product for which you are reporting the complaint.
- **Sold-To Party:** This field should automatically populate with your seven-digit BPID number.

Hit *Execute*. Scroll over to the column for *Sales Order* # to locate the sales order number that applies to the complaint (there may be multiple delivery dates).



WBSCM Direct Delivery Complaint Form

1.	Incident date	
2.	Date received:	
3.	District/school contact name:	
4.	Contact organization:	
5.	Contact phone:	
6.	Contact e-mail:	
7.	Street address of remaining product:	
8.	Quantity received:	
9.	Quantity affected:	
10.	Quantity remaining:	

1. Please include photos of:

- the affected product (for example, if product is freezer burned, please send a photo that clearly shows the freezer burn);
- the case and all labels on the case; and
- any additional photos that would be beneficial to assess the situation.

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For information on the Connecticut Food Distribution Program (FDP), visit the CSDE's Food Distribution Program (USDA Foods) webpage or contact the FDP program staff at the Connecticut State Department of Education, Bureau of Child Nutrition Programs, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841.

This document is available at https://portal.ct.gov/-/media/SDE/Nutrition/FDP/WBSCM_Direct_Delivery_Complaint_Form.pdf.

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/ad-3027.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- mail: U.S. Department of Agriculture
 Office of the Assistant Secretary for Civil Rights
 1400 Independence Avenue, SW
 Washington, D.C. 20250-9410; or
- 2. fax: (833) 256-1665 or (202) 690-7442; or
- 3. email: program.intake@usda.gov

This institution is an equal opportunity provider.

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